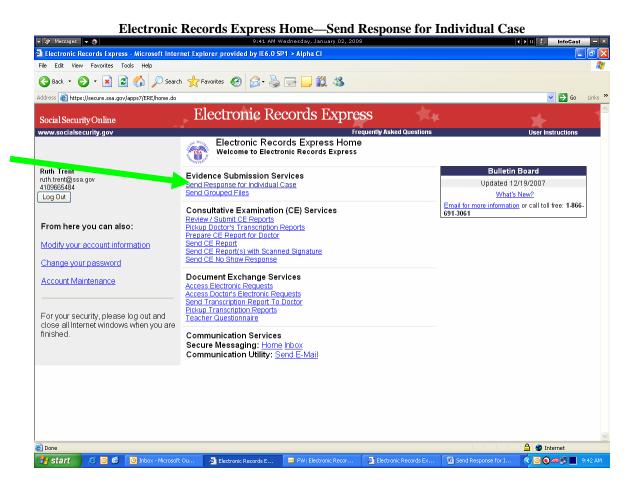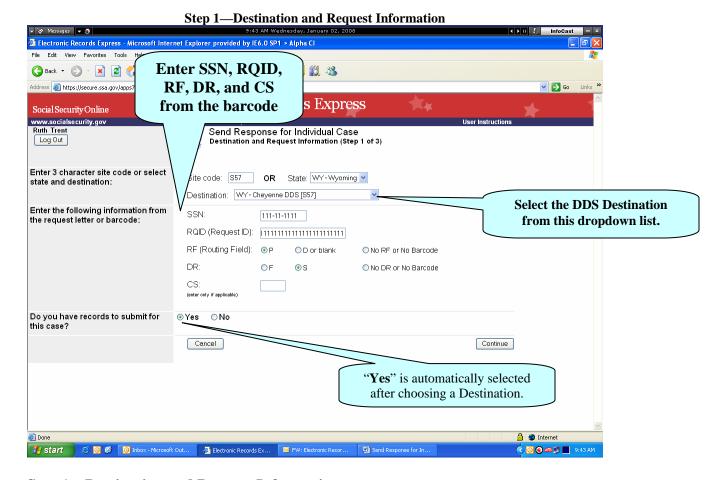# Evidence Submission Services

Instructions for Send Response for Individual Case

Click the link, **Send Response for Individual Case** under the "Evidence Submission Services" heading. This will bring up a different webpage designed to transmit information about your response. Unless you received requests from DDS electronically, you should have the SSA/DDS MER request letter readily available to complete the processing steps.

If you receive the request from the DDS electronically you will be able to respond to the request by following the instructions for **Access Electronic requests** under the "Consultative Examination (CE) Services" heading. If you are administrative staff, follow the instructions for **Access Doctor's Electronic requests** to reply to the request. These functions will allow you to view the request and respond using **Send Response for Individual Case**.

Electronic Records Express Home—Send Response for Individual Case

Step 1—Destination and Request Information:

- Enter the three character Site code from the barcode. The Site code begins with a letter which is followed by two digits. If you make a mistake you may backspace and enter the correct letter or digits;
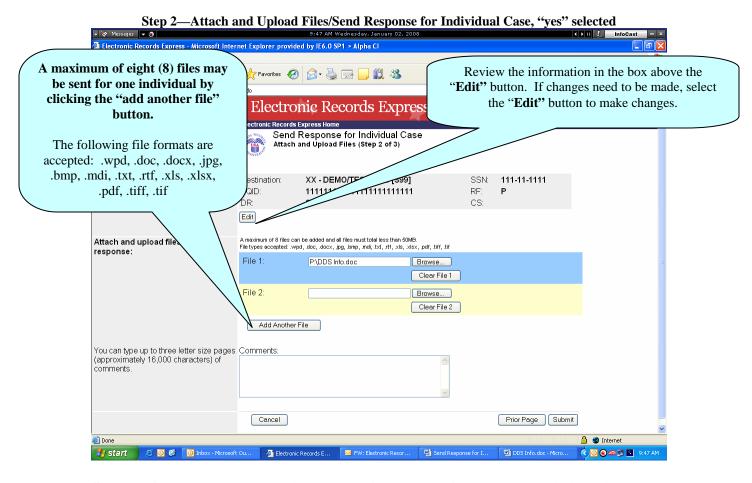
  or

  Select the "State" from the dropdown. After choosing the State, the Destination list is refreshed to only list the offices in the State you selected. Select the "Destination" from the dropdown;

  or

  Just select the "Destination" from the dropdown.

- Once a Destination is selected, the "**Yes**" button (at the bottom of the page) answering the question, "Do you have records to submit for this case?" is automatically selected. If you do not wish to submit records, select the button next to "**No**".

- Obtain the following information from the request letter:
  o Enter the Social Security Number (SSN). *Only files for one SSN can be sent with this transaction.*
  o Enter the Request ID (RQID).

- Select the appropriate RF (Routing Field) option, or "*No RF or No Barcode*" if not displayed on the request letter.
- Select the appropriate DR (Document Return Code) option, or "*No DR or No Barcode*" if not displayed on the request letter.
- Enter the CS (Checksum Digits) if available, or leave this field blank if not displayed on the request letter.

- Select **"Continue"** to go to the next step or select **"Cancel"** to take you to the homepage.
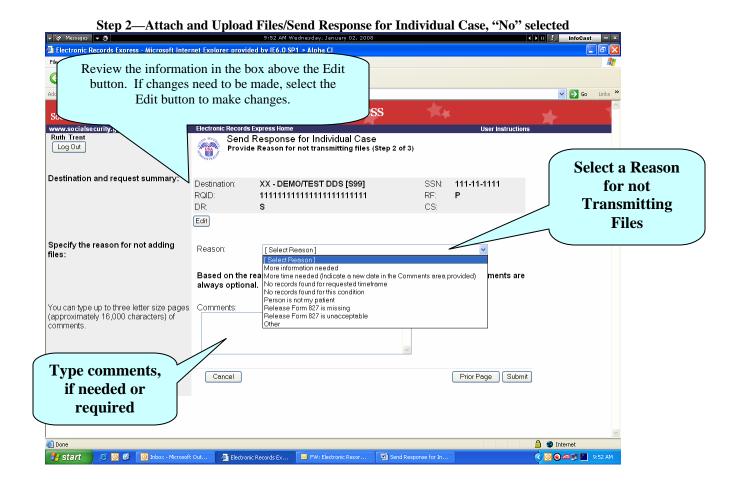
Step 2—Attach and Upload Files/Send Response for Individual Case, "yes" selected

Step 2—Attach and Upload Files or Provide Reason for not Transmitting Files:
- If **"Yes"** was selected**,** you will be routed to the **Send Response for Individual Case –Attach and Upload Files** page.
- If you selected **"No",** you will be routed to the **Send Response for Individual Case –Provide Reason for not Transmitting Files** page.

If "**Yes**" was selected, **Send Response for Individual Case—Attach and Upload Files**, follow these **Step 2** instructions:
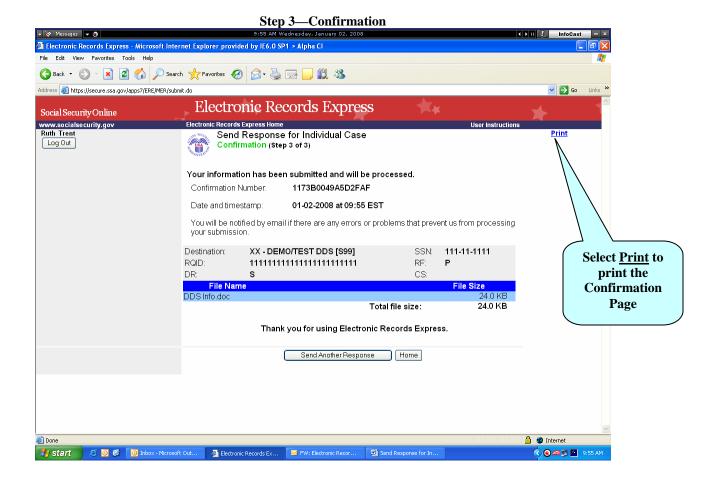- Verify the accuracy of the information input in Step 1 against the information displayed on your request letter. If any of the information is not correct, make the corrections via the input fields by selecting the **"Edit"** button.

- Select the **"Browse"** button to select a file to send. (Do not send files that are password protected.) The "Choose file" window will appear on your screen.

- Locate the file you wish to send and click the file name with your mouse to highlight the file name. The document's file name will be inserted into the "File name" box at the bottom of the "Choose file" window.

- Next click the "**Open**" button. The "Choose file" window will close and the Electronic Records Express website will show the file name displayed in the box to the left of the **"Browse…"** button. If you have chosen the incorrect file, click the "Clear File 1" button to clear the "File 1" field.

- Select the **"Add Another File"** button to send additional files. Up to eight files may be added for this transaction. *Only files for the SSN entered in Step 1 can be sent with this transaction because this is the "Send Response for Individual Case" feature.*

- Type **Comments**, if needed. The Comment field is where you can provide additional information. Type-in and/or cut-and-paste your text (up to three letter size pages, approximately 16,000 characters) directly into the box provided.

- Select the **"Submit"** button to forward the information to the Destination selected in Step 1.

- Continue to **Step 3—Confirmation**.

If you selected **"No"** in Step 1**, Send Response for Individual Case –Provide Reason for not Transmitting Files**, follow these **Step 2** instructions:

- Verify the accuracy of the information input in Step 1 against the information displayed on your request letter. If any of the information is not correct, make the corrections via the input fields by selecting the **"Edit"** button.

- Select a reason for not transmitting files. Based on the reason you select, comments may be required. Otherwise, comments are always optional.

- Type **Comments**, if needed. Provide an explanation of why you are not submitting records and any additional details. Type-in and/or cut-and-paste your text (up to three letter size pages, approximately 16,000 characters) directly into the box provided.

- Select the **"Submit"** button to forward the information to the Destination selected in Step 1.

- Continue to **Step 3—Confirmation.**

Step 3—Confirmation

- After the website uploads, a confirmation page is displayed to notify you that the transaction has been submitted. A confirmation number is generated for your reference. The confirmation page indicates the specific files and/or comments that were transmitted.

- In the unlikely event that you do not receive the "Confirmation" page, you should resubmit the materials.

- If you continue to have transmitting problems, contact the Electronic Records Express Website Help Desk at EETechSupport@ssa.gov or 1-866-691-3061.

- If you have records to send for another individual, you can select the "**Send Another Response**" button. This will direct you to the webpage to enter information to send records for another person. Please be sure to have the SSA/DDS records request letter available.

NOTE: It is **strongly recommended** that you print or take a screenshot of the Confirmation page for your documentation. To print the confirmation page, simply select "Print" located at the top right corner of the page. This print link works the same as if you selected File and Print from your browser's menu.

You cannot bookmark and save a confirmation page, and you will not be able to retrieve a Confirmation Page at a later time from the SSA/DDS after exiting the Confirmation Page webpage.

If the file you selected to transmit is 0 byte, or too large (over 50mb), a rejection page will be displayed. Choose "Try Again" to take you back to the previous page to adjust the file and submit again.

Access Keys:

This application contains access keys to improve navigation and provide information. You will find a list of these keys in the table below:

Button	Access Key
Add Another File	2 – 8 (number corresponds to the file to be added)
Cancel	n
Continue	c
Edit	w
Home	m
Prior	p
Send Another Report	r
Send Another Response	r
Submit	b
Try Again	g

Other keyboard commands, hotkeys or access keys will vary based upon the browser and the version of the browser that you are using. A list of these commands can be found in the Help section of your browser. The Help feature can be located on the Menu bar of your browser or by using the F1 function key on the keyboard. Any assistive devices that you may be using will also have a list of these shortcut keys in their Help section.

01/2008